

2004 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
AGENCY and MVD/PROGRAM OBJECTIVE	1	For FY 2004, maintain the number of commercial vehicles weighed by mobile enforcement at 5,455.	

Type	PERFORMANCE MEASURES	FY 2003	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2004	FY 2004 Estimate
IP	Total commercial vehicle traffic (includes credential checked, pre-cleared and waved-thru traffic)	8,246	501	45	484	39	107	1,765	0	35	2,399	3,522	439	1,098	10,434	8,246
OP	Number of credential-checked vehicles	6,089	418	32	394	39	89	854	0	35	1,812	1,084	434	850	6,041	6,089
OP	Number of vehicles weighed by mobile units (1 vehicle = 1 weigh only)	5,455	333	32	484	39	107	843	0	15	944	2,800	319	736	6,652	5,455
OC	Number of weighed vehicles detected by mobile enforcement as violating size/weight requirements	511	41	27	48	1	24	17	0	0	41	84	10	41	334	511
OC	Percent of weighed vehicles detected by mobile enforcement as violating size/weight requirements	9.4%	12.3%	84.4%	9.9%	2.6%	22.4%	2.0%	0.0%	0.0%	4.3%	3.0%	3.1%	5.6%	5.0%	9.4%
OP	Number of vehicle weight/size violations for which citations were issued	204	6	9	1	2	0	8	0	0	9	26	10	9	80	204
OP	Total safety inspections at details	790	27	0	21	0	6	71	0	7	66	203	50	119	570	790
OP	Number of drivers cited for vehicle safety violations	97	1	0	0	0	0	0	0	0	1	35	10	21	68	97
OP	Number of violations (excluding size/weight) for which citations were issued	211	4	4	9	7	0	12	0	0	34	31	21	52	174	211
OP	Operating budget expenditures for mobile enforcement (direct costs)	\$152,685	\$9,076	\$8,152	\$7,219	\$9,834	\$7,656	\$11,812	\$8,045	\$296	\$9,980	\$10,357	\$7,582	\$13,188	\$103,197	\$152,685
OP	Revenues collected from permit sales	\$2,717	\$69	\$0	\$0	\$0	\$0	\$153	\$0	\$0	\$708	\$888	\$0	\$0	\$1,818	\$2,717
OP	Approximate revenues generated from civil penalties based on assessed fines	\$130,520	\$2,860	\$5,240	\$980	\$4,900	\$0	\$4,320	\$0	\$0	\$6,260	\$16,180	\$7,100	\$9,720	\$57,560	\$130,520
OP	Total approximate revenues collected due to enforcement activities	\$133,237	\$2,929	\$5,240	\$980	\$4,900	\$0	\$4,473	\$0	\$0	\$6,968	\$17,068	\$7,100	\$9,720	\$59,378	\$133,237
EF	Approximate revenues collected for every dollar spent on mobile enforcement	\$0.87	\$0.32	\$0.64	\$0.14	\$0.50	\$0.00	\$0.38	\$0.00	\$0.00	\$0.70	\$1.65	\$0.94	\$0.74	\$0.58	\$0.87
OP	Total mobile details	69	5	1	4	2	2	1	0	5	9	18	3	12	62	69
OP	Total staff hours for all mobile details	3,409	49	42	40	47	16	40	0	65	547	431	88	303	1,668	3,409

VARIANCE STATEMENT

JULY: Due to numerous vacancies in both the northern and southern regions, July's count is below what is required to meet the 5,455 target (though higher than June's count of 16 weighed vehicles). Personnel requisitions were submitted in May 2003 to fill all vacancies. Once the process to fill vacancies begins, levels should increase.

AUGUST: Vacancies continue to impact mobile operations.

SEPTEMBER: Vacancies continue to impact mobile operations; however, an officer from Central Mobile was able to participate in details with Scottsdale, Mesa, Tempe, and Gilbert police departments, which accounts for this month's activity.

OCTOBER: Vacancies continue to have a detrimental effect on mobile operations. October's activity is attributed to two joint details with DPS on I-15, with the assistance of two officers from the St. George Port.

NOVEMBER: Vacancies continue to have a detrimental effect on mobile operations. November's activity is attributed to two joint details with the City of Avondale, with the assistance of officers from the Central Scale Team and Dyed Fuels.

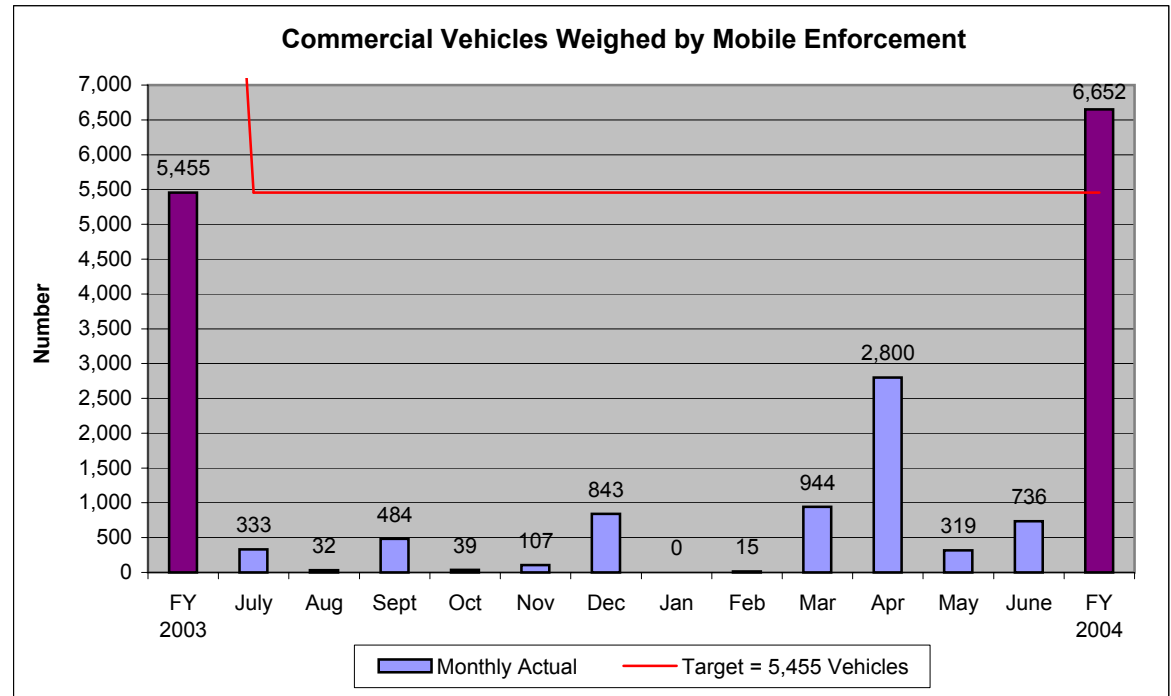
DECEMBER: This month's activity is attributed to the Southern Region performing a joint detail with the Dyed Fuel Team, DPS, Mesa PD and Tucson MVD Enforcement.

JANUARY: Normal personnel constraints were compounded with some extended leave/restricted duty issues statewide. Remaining scale team personnel were directed to concentrate on Ports of Entry; those not assigned to a port were directed to partner with dyed fuel personnel to assist with that enforcement. Plans are being formulated to begin concentrating heavily on mobile details in March.

FEBRUARY: Personnel constraints continue. A few vehicles were weighed in conjunction with a training detail conducted by Sanders personnel in partnership with Navajo Tribal Police near Dilkon.

MARCH: Activity increased during March, primarily due to staffing increases in the Southern Region. Additionally, Sanders Port officers joined in multi-agency details with DPS and local Sheriff offices. The Central Region also held details geared primarily towards safety inspections.

APRIL: Activity jumped considerably in April and helped MVES exceed the yearly target; in fact, April's activity accounts for 43% of the target. Permanent, full-time teams in the Central and Southern Regions, along with two teams in the Northern Region, conducted 18 details during the month--the highest number this fiscal year. Central and Southern teams joined with DPS and the police departments of Mesa, Scottsdale, Tolleson, and Buckeye for a very productive detail outside Casa Grande; the Central Team participated in an 8-day valley-wide task force with USDOT/FMCSA and several local law enforcement agencies. All of the above mentioned activities involved CVSA inspections as well as weight enforcement.



MAY: Activity dropped considerably from April to May. The Central Scale Team had no mobile activity during the month due to the need to supplement staffing in both the Central Permits office and the Dyed Fuel Team. The Southern Scale Team held only one detail as they were deployed to assist the ports with staffing shortages and were additionally involved in mandatory training.

JUNE: Overall activity increased in June in the Northern Region. No details were conducted by the Southern Team due to staffing shortages, training schedules, and employee leave.

NOTES:

2004 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
AGENCY and MVD/PROGRAM OBJECTIVE	2	For FY 2004, maintain waved-thru traffic at 2.2% of all commercial vehicle traffic identified at the fixed ports (POEs) during hours of operation.	

Type	PERFORMANCE MEASURES	FY 2003	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2004	FY 2004 Estimate
IP	Total commercial vehicle traffic at POEs during hours of operation (includes credential checked, pre-cleared, and waved-thru traffic)	6,937,199	597,521	600,273	596,110	607,361	571,623	586,650	608,353	542,501	585,319	595,655	670,976	635,250	7,197,592	6,937,199
IP	Number of credential-checked vehicles	3,547,435	300,283	297,574	296,475	285,589	279,472	293,629	311,500	295,913	329,219	300,147	341,799	323,600	3,655,200	3,547,435
IP	Number of pre-cleared vehicles	3,235,900	290,834	296,459	293,731	315,153	284,022	287,929	291,360	235,762	250,153	291,113	324,582	308,398	3,469,496	3,235,900
QL	Number of vehicles waved-thru at POEs during hours of operation	153,864	6,404	6,240	5,904	6,619	8,129	5,092	5,493	10,826	5,947	4,395	4,595	3,252	72,896	153,864
OC	Percent of vehicles waved-thru at POEs during hours of operation	2.2%	1.1%	1.0%	1.0%	1.1%	1.4%	0.9%	0.9%	2.0%	1.0%	0.74%	0.68%	0.51%	1.0%	2.2%
OP	Total weighings of vehicles at fixed POEs (includes repeats of same vehicle)	4,635,050	405,666	400,258	409,083	407,200	377,543	397,650	410,682	297,193	302,145	371,484	401,200	399,747	4,579,851	4,635,050
OP	Number of vehicles weighed at POEs (1 vehicle = 1 weigh)	4,449,769	404,747	399,517	408,386	406,499	376,825	397,094	410,053	276,881	289,504	348,713	369,313	375,706	4,463,238	4,449,769
QL	Number of weighed vehicles detected at POEs as violating size/weight requirements	27,432	2,413	2,638	2,574	2,198	2,069	2,330	2,484	1,946	2,107	2,361	2,368	2,038	27,526	27,432
QL	Percent of weighed vehicles detected at POEs as violating size/weight requirements	0.62%	0.60%	0.66%	0.63%	0.54%	0.55%	0.59%	0.61%	0.70%	0.73%	0.68%	0.64%	0.54%	0.62%	0.62%
OP	Number of drivers cited for vehicle weight/size violations	3,408	279	258	284	229	195	289	266	238	197	219	258	224	2,936	3,408
OP	Total safety inspections at POEs	2,448	256	321	294	261	190	335	208	253	230	281	264	275	3,168	2,448
OP	Number of drivers cited for vehicle safety violations	604	100	66	60	46	30	72	75	43	39	64	48	84	727	604
OP	Number of drivers cited for other vehicle violations (excluding size/weight)	3,712	496	469	416	332	261	388	375	356	248	364	413	442	4,560	3,712
IP	Operating expenditures for POEs (direct costs)	\$7,483,175	\$597,658	\$621,654	\$598,733	\$840,772	\$627,149	\$563,501	\$608,586	\$634,734	\$677,905	\$804,158	\$600,689	\$1,006,434	\$8,181,973	\$7,483,175
OP	Revenues collected due to port permit sales	\$11,883,916	\$851,841	\$698,058	\$789,472	\$967,777	\$1,000,307	\$1,067,519	\$1,174,831	\$1,069,962	\$1,372,294	\$1,130,121	\$1,115,299	\$1,021,413	\$12,258,894	\$11,883,916
OP	Approximate revenues generated from civil penalties based on assessed fines	\$2,141,458	\$187,580	\$161,880	\$173,380	\$151,240	\$132,780	\$191,400	\$166,290	\$160,500	\$122,480	\$139,820	\$169,280	\$158,219	\$1,914,849	\$2,141,458
OP	Total approximate revenues collected due to enforcement activities	\$14,025,374	\$1,039,421	\$859,938	\$962,852	\$1,119,017	\$1,133,087	\$1,258,919	\$1,341,121	\$1,230,462	\$1,494,774	\$1,269,941	\$1,284,579	\$1,179,632	\$14,173,743	\$14,025,374
EF	Approximate revenues collected for every dollar spent on fixed ports enforcement	\$1.87	\$1.74	\$1.38	\$1.61	\$1.33	\$1.81	\$2.23	\$2.20	\$1.94	\$2.20	\$1.58	\$2.14	\$1.17	\$1.73	\$1.87

VARIANCE STATEMENT

JULY: The percentage of vehicle wave-thrus at the fixed ports continues to remain low and compares with June's 1.3% level, which is due in large part to the sorter and weigh-in-motion systems installed last year. There should be no problem in meeting the FY 2004 target.

AUGUST thru OCTOBER: No significant variance from previous months.

NOVEMBER: Wave-thru traffic increased slightly this month, although still remaining within the 2.2% target. This increase is attributed to two factors: (1) Traffic increases at the Southern Ports during winter months, particularly at San Simon, where they were short-staffed this month; and, (2) WIM/PrePass system malfunctions at Sanders resulted in traffic being brought into the port in larger volumes than they were able to handle.

DECEMBER: The Weigh-in-Motion and Sorter System problems have been resolved, resulting in optimal performance.

JANUARY: No significant variance from previous month.

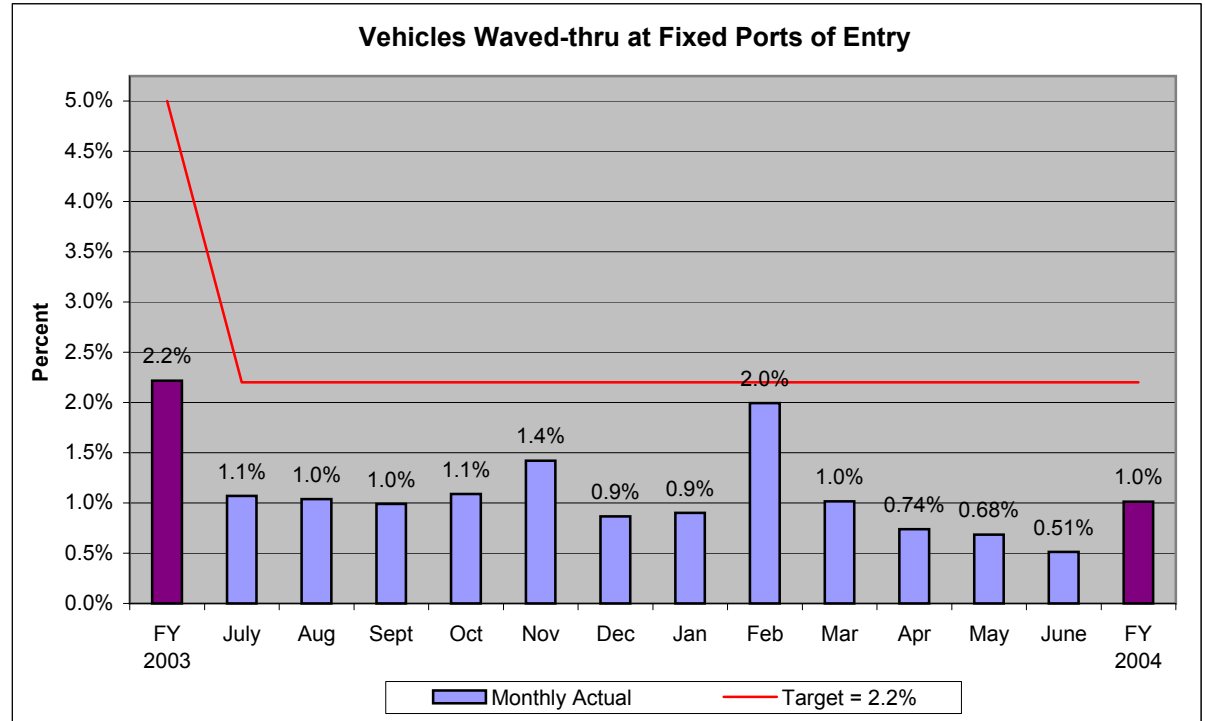
FEBRUARY: A fiber optic cable was cut near the Topock Port, resulting in the loss of the WIM System for almost the entire month, accounting for the increase in wave-thru traffic. Repairs, which were previously scheduled and cancelled, are tentatively scheduled for the week of March 15th.

MARCH: The fiber optic cable at Topock was repaired on schedule, bringing the percentage of waved-thru traffic down to normal levels.

APRIL: All sorter systems are up and running at the ports, including a full month of activity at Topock since the repair of the previously cut fiber optic cable. This is the lowest percentage of wave-thrus this fiscal year.

MAY: All sorter systems are up and running at the ports. As in April, this is the lowest percentage of wave-thrus this fiscal year.

JUNE: The sorter systems were operating full-time during June, resulting in the lowest percentage of wave-thru traffic for the entire fiscal year.



NOTES

2004 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
SUBPROGRAM OBJECTIVE	3	For FY 2004, maintain average customer wait times for off-site inspection requests in the Central Enforcement Region at 40 calendar days.	

Type	PERFORMANCE MEASURES	FY 2003	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2004	FY 2004 Estimated
IP	Total number of new off-site vehicle inspection requests	6,929	512	476	426	539	356	357	468	520	569	647	507	580	5,957	6,929
IP	Number of existing off-site vehicle inspection requests	760	857	789	862	847	908	917	910	816	653	686	809	525	760	857
IP	Total number of off-site vehicle inspection requests	7,689	1,369	1,265	1,288	1,386	1,264	1,274	1,378	1,336	1,222	1,333	1,316	1,105	6,717	7,786
IP	Number of off-site requests cancelled	1,226	64	58	74	80	77	62	81	88	108	89	148	110	1,039	1,226
OP	Number of off-site requests completed	5,606	516	345	367	398	270	302	481	595	428	435	643	528	5308	5606
OP	Total number of off-site vehicle inspection requests completed or cancelled	6,832	580	403	441	478	347	364	562	683	536	524	791	638	6,347	6,832
OP	Percent of off-site vehicle inspection requests completed or cancelled	89%	42%	32%	34%	34%	27%	29%	41%	51%	44%	39%	60%	58%	94%	88%
EF	Average wait in calendar days for all completed off-site vehicle inspection requests	40	49.5	38.8	50.2	40.6	56.6	54.5	62.4	41.3	33.7	31.7	31.0	20.7	41.2	40
EF	Completed off-site vehicle inspection requests waiting less than 31 days	3,046	216	159	153	193	89	81	109	304	254	263	379	410	2,610	3,046
EF	Completed off-site vehicle inspection requests waiting from 31 to 60 days	1,604	112	117	93	105	87	130	132	151	111	113	175	90	1,416	1,604
EF	Completed off-site vehicle inspection requests waiting from 61 to 90 days	563	99	42	68	63	41	49	127	66	34	47	69	19	724	563
EF	Completed off-site vehicle inspection requests waiting more than 90 days	393	89	27	53	37	53	42	113	74	29	12	20	9	558	393
EF	Longest wait in calendar days among all completed off-site vehicle inspection requests during period	295	365	197	165	166	187	365	153	191	191	223	195	204	365	295
OP	Off-site Level 1 abandoned vehicle inspections completed	12,772	940	1,364	1,150	2,123	840	1,199	1,742	1,391	1,464	1,436	1,148	1,413	16,210	12,772
OP	Off-site Level 1 non-abandoned vehicle inspections completed	1,858	268	233	138	276	111	136	282	243	210	139	281	237	2,554	1,858
OP	Off-site Level 2 vehicle inspections completed	3,031	157	374	217	393	347	332	582	601	399	362	444	492	4,700	3,031
OP	Off-site Level 3 vehicle inspections completed	1,028	1	12	2	6	2	2	3	4	19	32	0	17	100	1,028
OP	Total number of off-site inspections completed (Levels 1, 2, & 3)	18,689	1,366	1,983	1,507	2,798	1,300	1,669	2,609	2,239	2,092	1,969	1,873	2,159	23,564	18,689
OC	Number of inspected vehicles identified as stolen following off-site inspections	390	23	66	34	44	38	29	51	54	43	53	67	65	567	390
OC	Recovery value of identified stolen vehicles (in thousands) following off-site inspections	\$2,211	\$79	\$268	\$157	\$147	\$94	\$63	\$195	\$136	\$196	\$228	\$277	\$211	\$2,051	\$2,211

VARIANCE STATEMENT

AUGUST: Average wait times decreased due to a noticeable decline in on-site inspection requests, which allowed additional staff to be assigned to off-site inspections.

SEPTEMBER: On-site inspection requests increased in September, which required additional staff assignments to inspection bays. The hiring process was completed for the five field officer positions designated to abandoned vehicle inspections and all staff were on board at the end of September. Three members of the new staff started the Academy on September 28, 2003. Two of the officers hired already have AZPOST certification and can immediately contribute to improving performance levels.

OCTOBER: Authorization received for overtime hours helped to reduce backlog, despite a significant increase in off-site inspection requests during October. The third party abandoned vehicle inspection pilot program may be contributing to decreased wait times as well.

NOVEMBER: Off-site inspections limited because newly hired staff are completing Academy training. The Phoenix Metropolitan area had only two full-time officers assigned to off-site inspection requests. In previous months, four officers were assigned; overtime hours were also used in October. Off-site inspection requests fell to 356. Unable to determine reason for drop off.

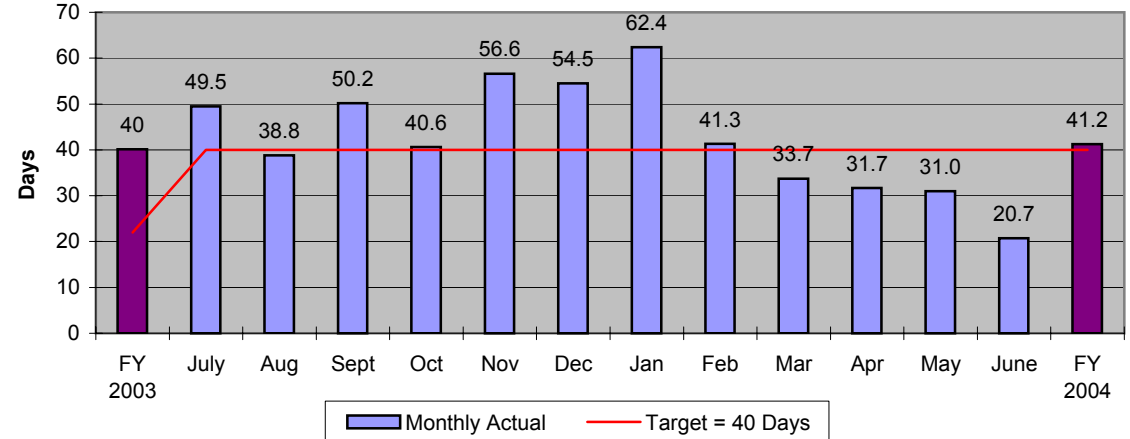
JANUARY: In January 2004, all five members of the Abandoned Vehicle Inspection Team were available and a concentrated effort to clear the off-site inspection backlog was made. As the backlog was addressed, wait times increased, simply because the completed inspections were finally able to be recorded. (Wait times are reported for completed inspections only.) As the backlog continues to be addressed and reduced, a significant rise in wait time is expected; once more fully addressed, wait times should become stabilized.

FEBRUARY: Concentrated efforts to reduce backlog in January had a direct effect on February wait times as 75 percent of all completed inspections were done within 60 days of request.

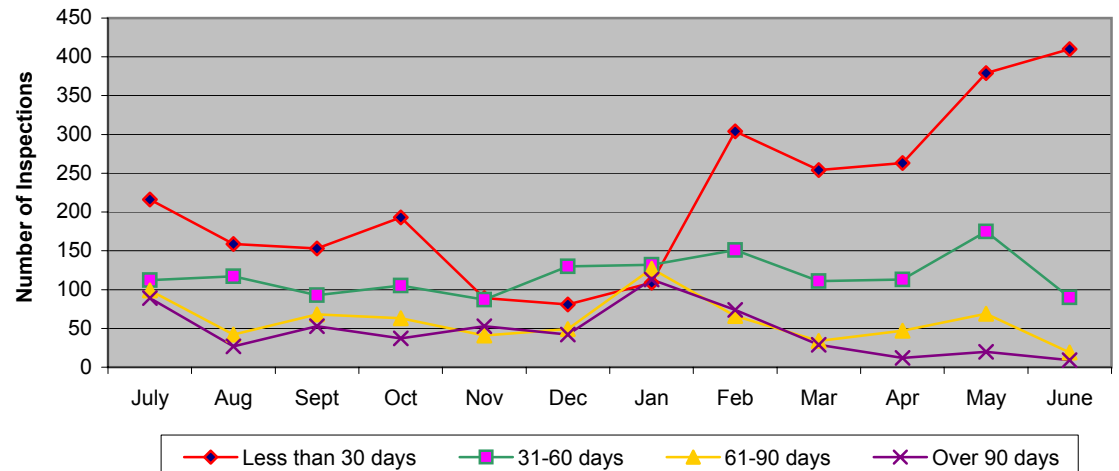
MARCH: Inspection wait times continue to drop; 80 percent of all inspections were completed within 60 days. Inspection times decreased because Central Region has been able to dedicate 5 officers to off-site inspections for the past three months, with both private parties and tow yards receiving equal attention.

APRIL: Inspection wait times continue to drop. Strong emphasis on contacting requestors prior to responding to calls has helped reduce duplication of efforts. Received resignation from two officers in the abandoned vehicle inspection program. Inspection efforts were redirected from tow/salvage yards to private party AV and mobile home inspections. For a two week period, on-site Level III inspections were maintained by minimum staffing levels, enabling three additional officers to work off-site. A higher number of private party inspections had wait times of 61-90 days associated with them than was shown in March; however, fewer inspections had wait times that were more than 90 days old.

Average Off-site Vehicle Inspection Wait Time



Range of Days to Complete Off-Site Inspections



MAY: Average off site inspection wait times continued to drop in May, due in part to authorized overtime hours to decrease the inspection backlog. In addition, efforts were concentrated on inspection requests with longer wait times. Of all inspections completed in May, 74 percent had less than 30-day wait times.

JUNE: Off-site inspection wait times dropped to their lowest levels for the entire fiscal year. This drop is attributed to 531 hours of overtime to reduce the call load.

NOTES

2004 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	6	To promote the efficient generation, collection, and management of revenues to meet public needs.	
SUBPROGRAM OBJECTIVE	1	For FY 2004, increase the collection of direct revenues to \$3,577,000 as a result of registration compliance enforcement efforts.	

Type	PERFORMANCE MEASURES	FY 2003	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2004	FY 2004 Estimated
IP	Number of cases opened by active enforcement	11,431	1,596	1,383	963	822	687	870	959	1,151	1,016	1,031	919	876	12,273	19,700
IP	Opened cases carried over from previous period	440	3,799	3,856	3,750	3,565	3,555	2,582	2,095	2,189	2,459	2,568	1,867	2,063	3,799	26,173
IP	Total cases opened by active enforcement	11,871	5,395	5,239	4,713	4,387	4,242	3,452	3,054	3,340	3,475	3,599	2,786	2,939	16,072	45,873
OP	Number of cases closed by active enforcement	8,072	1,539	1,489	1,148	832	1,660	1,357	865	881	907	1,732	723	934	14,067	29,000
OP	Percent of active enforcement cases closed	68.0%	28.5%	28.4%	24.4%	19.0%	39.1%	39.3%	28.3%	26.4%	26.1%	48.1%	26.0%	31.8%	87.5%	63%
OP	Percent of active enforcement closed cases designated as "Complied" (regardless of total days to compliance)	84%	74%	73%	70%	81%	37%	46%	80%	83%	78%	27%	69%	47%	60%	86%
OP	Percent of active enforcement closed cases designated as "Exempt"	3%	2%	1%	1%	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	Baseline
OP	Percent of active enforcement closed cases designated as "Exhausted"	1%	1%	2%	1%	1%	0%	1%	1%	1%	2%	68%	20%	35%	12%	14%
OP	Percent of active enforcement closed cases designated as "Unfounded"	12%	24%	24%	28%	17%	62%	53%	17%	14%	18%	5%	10%	16%	26%	Baseline
OP	Number of warnings given	12,763	1,707	1,216	658	714	365	684	1,026	1,113	1,063	1,280	1,377	1,037	12,240	17,200
OP	Number of citations given	296	4	3	35	15	16	12	15	18	34	11	6	10	179	1,700
OC	Number of vehicles registered within 90 days of closed cases due to active enforcement efforts	12,281 (in 60 days)	1,301	1,273	957	806	734	854	882	948	913	671	608	776	10,723	18,786
OC	Direct revenues* generated from active enforcement efforts	\$962,285	\$179,202	\$173,963	\$119,410	\$106,945	\$93,096	\$102,770	\$115,960	\$126,015	\$111,167	\$73,697	\$73,520	\$68,377	\$1,344,122	\$1,465,000
OP	Average Direct Revenues per vehicle through active enforcement	\$78	\$138	\$137	\$125	\$133	\$127	\$120	\$131	\$133	\$122	\$110	\$121	\$88	\$125	\$78
OP	Number of automatically-generated database letters (New Resident) identifying additional potential violators of registration compliance laws	39,235	3,896	3,664	3,870	4,358	4,517	4,254	4,322	3,363	3,605	4,188	3,912	4,447	48,396	47,100
OC	Number of vehicles registered within 60 days due to automatically-generated database letters (New Resident)	6,200	663	543	579	687	549	656	637	426	507	481	18	810	6,556	13,200
OC	Direct revenues* generated as a result of database letters (New Resident)	\$990,691	\$121,412	\$91,386	\$106,654	\$123,131	\$98,972	\$108,541	\$108,645	\$71,747	\$81,312	\$68,825	\$3,634	\$134,378	\$1,118,637	\$2,112,000
OP	Average Direct Revenues per vehicle through New Resident letters	\$160	\$183	\$168	\$184	\$179	\$180	\$165	\$171	\$168	\$160	\$143	\$202	\$166	\$171	\$160
OC	Total direct revenues generated as a result of active enforcement efforts and database letters	\$1,952,976	\$300,614	\$265,349	\$226,064	\$230,076	\$192,068	\$211,311	\$224,605	\$197,762	\$192,479	\$142,522	\$77,154	\$202,755	\$2,462,759	\$3,577,000

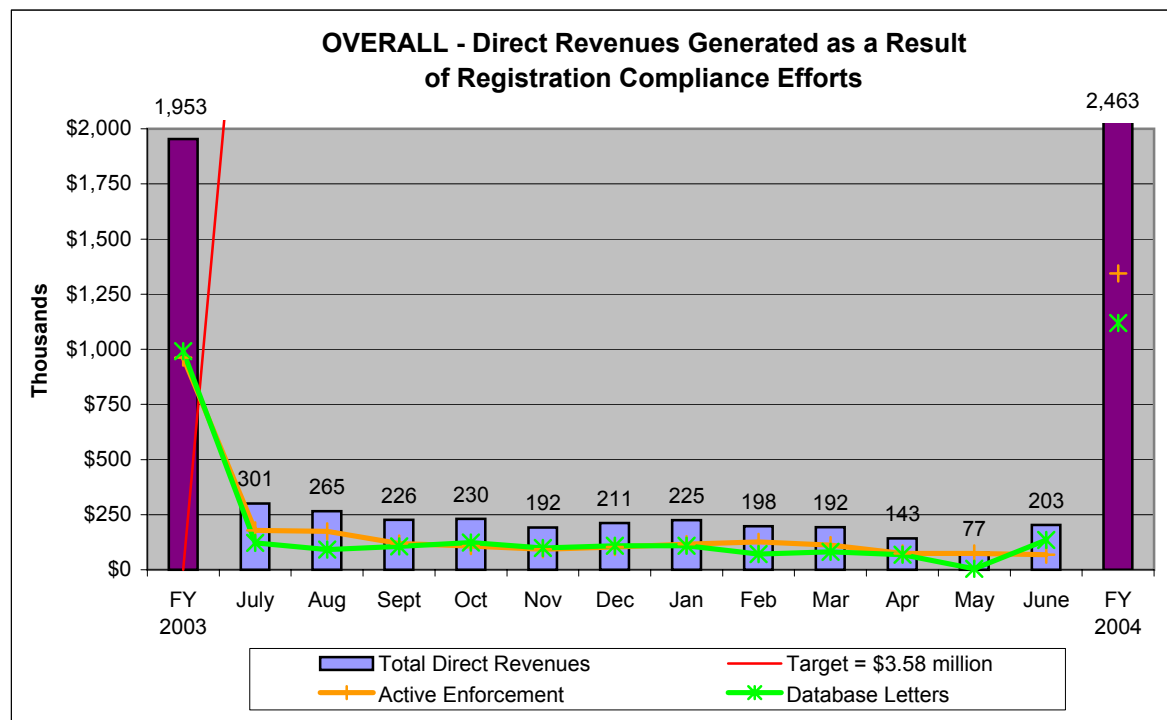
Type	PERFORMANCE MEASURES	FY 2003	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2004	FY 2004 Estimated
OP	Actual expenditures - Org 2640 and 2650 (appropriation to supplement)	\$640,440	\$38,487	\$43,523	\$44,041	\$83,835	\$40,236	\$46,452	\$45,978	\$75,448	\$42,190	\$49,910	\$36,195	\$49,345	\$595,640	\$1,033,950
OP	Actual expenditures - Org 2390 (base)	\$49,459	\$3,506	\$2,393	\$5,267	\$10,298	\$11,778	\$9,554	\$18,737	\$9,077	\$12,543	\$17,598	\$8,062	\$16,530	\$125,343	\$28,426
OP	Total actual expenditures	\$689,899	\$41,993	\$45,916	\$49,308	\$94,133	\$52,014	\$56,006	\$64,714	\$84,525	\$54,733	\$67,508	\$44,257	\$65,875	\$720,982	\$1,062,376
OP	Approximate revenues collected for every dollar spent on registration compliance enforcement (based on direct revenues)	\$2.83	\$7.16	\$5.78	\$4.58	\$2.44	\$3.69	\$3.77	\$3.47	\$2.34	\$3.52	\$2.11	\$1.74	\$3.08	\$3.42	\$3.37
OP	Average revenues collected per vehicle registered (based on direct revenues)	\$106	\$153.06	\$146.12	\$147.18	\$154.10	\$149.70	\$139.94	\$147.86	\$143.93	\$135.55	\$123.72	\$123.25	\$127.84	\$142.53	\$112
OP	Number of officer hours spent on registration compliance field activities	16,597	2,382	1,983	1,986	1,039	1,212	1,803	1,855	1,913	1,820	1,896	1,534	1,522	20,945	23,981
OP	Number of officer hours spent in court	37	4	2	7	0	3	8	4	1	5	5	3	2	42	53
OP	Number of officer hours spent in training	2,685	20	44	12	1,472	840	151	139	5	108	8	17	12	2,827	3,880
OP	Number of officer hours spent on registration compliance administrative duties	531	25	24	48	65	52	31	89	49	68	3	3	5	461	767
OP	Total number of officer hours	19,849	2,430	2,053	2,052	2,576	2,107	1,992	2,087	1,967	2,001	1,912	1,556	1,541	24,275	28,680

VARIANCE STATEMENT

JULY: Direct revenues generated by active enforcement efforts is the highest since program inception, is \$58,000 more than June revenues, and exceeds the projected monthly average for FY 2004 by nearly \$57,000. Direct revenues generated by database letters is nearly \$18,000 higher than June. MVES is working on creating a follow-up letter to new resident leads and hopes to hire two temporary staff in the near future to follow up on database leads.

AUGUST: Direct revenues dipped slightly; however, they remain in line for FY target. Officer hours dropped by 400 because one officer was assigned to active military reserve, one served on the Maricopa County grand jury, and two others were on annual leave. Two office temps assigned to the program for follow up on the new resident leads left the program; a search is in progress to replace them.

SEPTEMBER: Direct revenue results for automatically-generated database letters remain within average ranges experienced last fiscal year. However, active enforcement decreases are significant. In FY 2003, June was the highest direct revenue month for active enforcement (\$138k), which increased in FY 2004 with July and August revenues (\$179k and \$174k, respectively). The drop in September to \$119k may be linked to the progressively lower issuance of warnings between June (1,707) and September (658). Fewer warnings resulted from a concentration of staff efforts in smaller parking lots where fewer vehicles were discovered with out-of-state or expired registrations. Average VLT for registered vehicles in this objective have also decreased over the last four months, which the program has no control over.



OCTOBER: Revenue remained low as warnings issued were below average. Eight officers assigned to the program are attending AZPOST Academy. Revenues collected as result of database letters were slightly above average and were the highest for this fiscal year.

NOVEMBER: Seven officers completed the AZPOST Academy in November; several officers requested time off upon return. Activity remained at same approximate levels as in October, except that 1,032 cases were closed as unfounded leads.

DECEMBER: The return of academy graduates provided a strong level of warnings, case closures, and initial activity for 870 new cases.

JANUARY: Direct revenue from enforcement efforts rose slightly in January, which coincides with an increase in warnings issued during December. A noticeable increase in warnings issued also occurred in January, which should impact February revenues. The program is working to fill two vacancies.

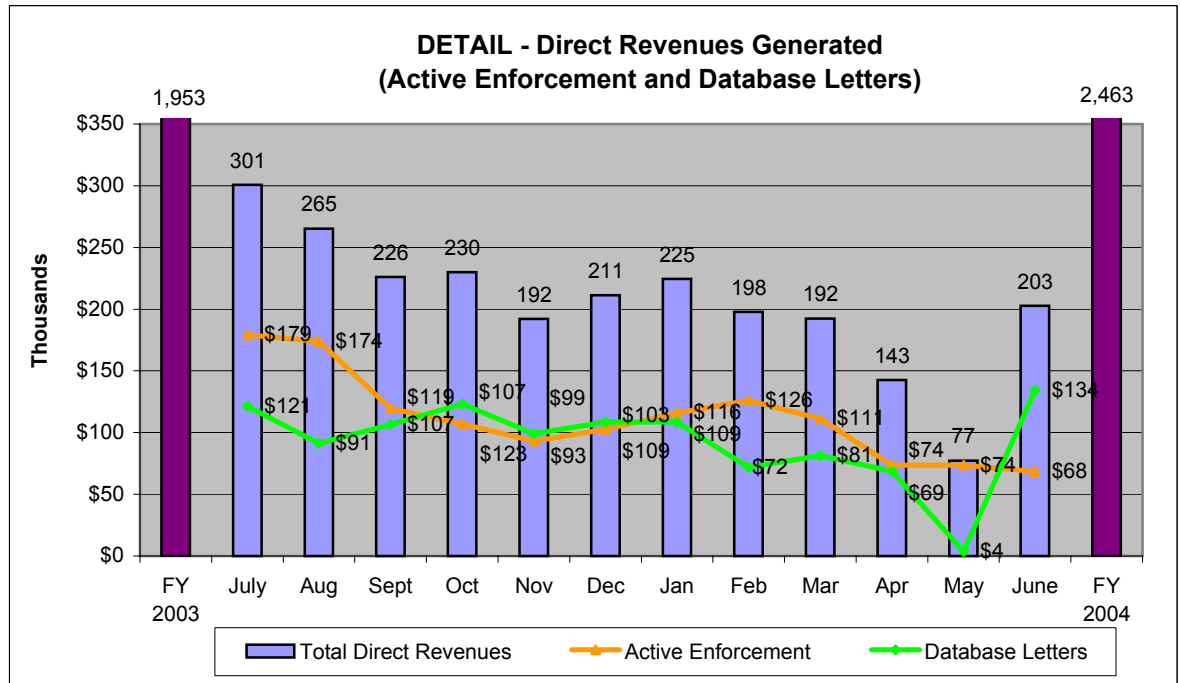
FEBRUARY: Direct revenue from enforcement efforts rose again, coinciding with increases in warnings issued during January. February warnings increased over January levels as well, which should lead to higher revenues in March. Still working to fill two vacancies.

MARCH: The number of vehicles registered was very close to last month. Some enforcement time was lost because all Registration Compliance staff took turns testing an upgraded database system for a week in March (implemented April 1, 2004). Two officers also resigned from the program; filling vacancies is an ongoing process. Issuance of warnings remains a priority.

APRIL: Lower revenues in April are believed to be impacted by officer resignations and increased training hours in March. In addition, average VLT per vehicle registered was lower in April than March, indicating that vehicles registered had a lower average value. Warnings increased this month, which should help impact revenue increases in May and June.

MAY: The number of vehicles registered within 90 days due to active enforcement efforts decreased 9% from May. However, average VLT collected on each vehicle was high enough that actual monthly revenues did not noticeably change. Performance levels of database letters temporarily decreased due to tracking methodology changes made at the beginning of May, but these levels should substantially increase in June and then gain more consistency beginning in July.

JUNE: A significant increase in total direct revenues occurred between May and June, due to the anticipated increase in counts and revenues associated with New Resident database letters, which was spoken to in May's variance statement.



NOTES

Direct Revenue = Amount of revenue directly attributed to Registration Compliance staff efforts and automatically-generated database letters.

* "Direct revenue" is calculated from the following five sources:

- (1) Vehicle License Tax (VLT),
- (2) registration fees,
- (3) Air Quality Compliance (AQC) fees,
- (4) postage, and
- (5) penalty fees.

In April 2004, significant changes in the Registration Compliance database were implemented. Changes were requested to improve data reliability and accuracy. New data management tools were also included to assist management in ongoing analyses. These changes resulted in count differences for all months in FY 2004 that were reported prior to the April 2004 Director's Update.